

CI-1028 7037-2071

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

September 3, 2014

NHTSA – Response Team
Complaints and Investigations
1200 New Jersey Avenue SE
West Building
Washington DC 20590

To: NHTSA.dot.gov
Response Team
Case Number: 201875
NHTSA: 166810
VIN: 4T1BB46KX8U [REDACTED]

SEP 17 2014

From: [REDACTED]
[REDACTED]
Minneapolis, MN [REDACTED]

Previous Address:

[REDACTED]
Minneapolis, MN [REDACTED]

Attached are the reports NHTSA requested. Please let me know you received them.

NHTSA
100214
TRW



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

December 4, 2009

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Minneapolis, MN [REDACTED]

Dear [REDACTED]

I thank you for contacting this Office with regard to your complaint. I am enclosing a report form that you may complete and return to this Office.

Please clearly state on the report form what action you would like the company to take to resolve your dispute so that the staff in this Office may properly assist you. In addition, please attach to the report form copies of documents related to your complaint, such as contracts, cancelled checks, invoices, etc.

You may return the report form to the:

Office of Minnesota Attorney General
Lori Swanson
445 Minnesota Street, Suite 1400
St. Paul, MN 55101-2131

A representative of this Office will contact you after we receive the completed form. We will at that time advise you of any action this Office may be able to take to assist you in getting your complaint resolved. We may also at that time provide suggestions to you of other available options for resolving your complaint.

If you have any questions or need further assistance, you may call this Office at (651) 296-3353 or toll-free at 1-800-657-3787, or visit our website at www.ag.state.mn.us.

I thank you again for contacting this Office.

Sincerely,

LORI SWANSON
Minnesota Attorney General

Enclosure

1, Consumer Complaint Form
AG: 488203, v. 01





Office of Minnesota Attorney General Lori Swanson
Consumer Report Form

Suite 1400, 445 Minnesota Street
St. Paul, MN 55101

Phone: (651) 296-3353 (800) 657-3787
TTY: (651) 297-7206 (800) 366-4812

Your Name (Please Print)	Name of Company Involved
[REDACTED]	Address
Your City, State, Zip	City, State, Zip
Mpls MN [REDACTED]	Phone Number (Include Area Code)
Your Day Phone (Include Area Code)/Evening Phone	Person Contacted Title
[REDACTED]	[REDACTED]

The information you provide may be used to resolve the problem, to communicate with you, and/or to enforce applicable laws. The information may be shared with the party complained against, law enforcement agencies and consumer assistance agencies. You are not legally required to provide this information, but failure to do so may hinder efforts to resolve your problem.

Have you contacted another agency? ☒ Yes ☐ No	Have you filed a lawsuit? ☐ Yes ☒ No		
If yes, give name of agency: Result:	Result:		
LEMON LAW - will not do anything if there is an accident			
Product/Service Involved	Date of Purchase	Amount of Purchase	Name of Service
TOYOTA CAMRY 2008	3/2008	Leased CAR	
What do you want the company to do? Pay all expenses LIBERTY MUTUAL PAID OUT. Pay me for all of my expenses due to			

Explanation of Problem: Accident - ie deductible, lease costs, other expenses due to accident.

OCT 11, 2009 the accelerator pedal stuck, brakes went out on my 2008 CAMRY Toyota Hybrid. CAR CRASHED INTO A TREE. TOYOTA and TOYOTA Rudy LUTHER Have Been Very UNCOOPERATIVE and Dismissive About The Problem UNTIL The Government Intervened AND Insisted the Recall (INTERIM) That I Received APPROX. 3 weeks AGO

The information I have given you is true and accurate to the best of my knowledge and may be used as stated on this form.

Date
12/8/09

Please call our office at (651) 296-3353 or (800) 657-3787 with any questions. Thank you for the opportunity to assist you.

Lori Swanson
Minnesota Attorney General

From: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Subject: accelerator pedal stuck [Incident: 091024-000174]

Date: Sat, Oct 24, 2009 4:26 pm

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We appreciate your consideration and hope to have your email addressed as quickly as possible. Our current office hours are Monday through Friday from 5 AM to 6 PM and Saturday 7 AM to 4 PM Pacific Time. If you need immediate assistance, we recommend you contact the Customer Relations Manager at your local Toyota dealership.

Discussion Thread

Customer [REDACTED]

10/24/2009 01:25 PM

Rudy Luther Toyota told me they could not send out letters or call their customers about the Toyota/Lexus advisory regarding the accelerator pedal getting stuck and brakes going out. I am very concerned about this as I struck a tree and could have killed myself and soccer families if the tree would not have been there. All dealers should be able to notify their customers about this immediately and I am very concerned that they can't and must wait for Toyota to do this.

From: Ask Toyota <toyota_cares@toyota.com>

To: [REDACTED]

Subject: accelerator pedal stuck [Incident: 091024-000174]

Date: Wed, Oct 28, 2009 9:26 am

Recently you contacted Toyota. Below is a summary of your contact message and our response.

Thank you for allowing us to be of service to you.

Subject

accelerator pedal stuck

Discussion Thread

Response (QHol)

10/28/2009 07:25 AM

[REDACTED]

According to case file 0910118471, you requested a Supervisor call from our Customer Experience Center.

A Supervisor will contact you via phone within 1 business day.

We value you as a customer, and appreciate this opportunity to review your concerns.

Quentin Holmes
Toyota Customer Experience

Toyota Motor Sales, USA, Inc. - Contact Us
<http://www.toyota.com/contact>

Customer

10/24/2009 01:25 PM

Rudy Luther Toyota told me they could not send out letters or call their customers about the Toyota/Lexus advisory regarding the accelerator pedal getting stuck and brakes going out. I am very concerned about this as I struck a tree and could have killed myself and soccer families if the tree would not have been there. All dealers should be able to notify their customers about this immediately and I am very concerned that they can't and must wait for Toyota to do this.

From: US Recall <noreply@formlogix.com>

To: [REDACTED]

Subject: US Recall

Date: Wed, Oct 28, 2009 11:45 pm

endcustomlogo--

custom logo

--

Following is a copy of your [US Recall] form details.

1161

Textbox-Any

[REDACTED]

Dont forget to
include which
recall this
pertains to.

toyota camry 2008 I was pulling in to a parking
space on 10/11/09 when my accelerator pedal
stuck and my brakes didn't work so I jumped the
curb and hit a tree about five feet away. The
damage to the car is about \$5000 and the
medical bills I do not know yet.

Textarea

[REDACTED]

My Name

My Email



Toyota Motor Sales, U.S.A., Inc.
Chicago Regional Office
2350 Sequoia Drive
Aurora, IL 60506-0012
630 907-0150
630 907-6326 Fax

October 30, 2009

[REDACTED]
St. Louis Park, Minnesota [REDACTED]

RE: **Subject Vehicle:** **2008 Toyota Camry**
 Serial No.: **4T1BB46X8U [REDACTED]**
 Date of Incident: **October 11, 2009**

Dear [REDACTED]

We write in response to your October 12, 2009, phone call to our National Customer Experience Center regarding an incident you were involved in on October 11, 2009. You advised the Toyota representative that you wanted Toyota to inspect the above referenced vehicle relative to an allegation that the accelerator pedal stuck at the time of this incident.

On Oct. 21, 2009, a local Toyota representative performed an inspection of your vehicle at Rogers Master Collision Center. At the time of his inspection, he found no evidence of an accelerator pedal malfunction. He engaged the accelerator pedal multiple times and found it to be operating normally. He also checked the braking system and found the brake system operating normally. A failure in Toyota parts or workmanship was not uncovered that could have caused or contributed to the aforementioned incident.

We appreciate the opportunity to address your concerns. If you wish to submit additional information, please feel welcome to forward any additional information in writing to the above address.

Sincerely,

Norene Vacura
Customer Relations Administrator

Toyota

*First written right
after the accident
many phone
calls and later
e-mails has not
this been resolved*

I want to return my leased Toyota Camry for another car that is not on the Toyota/Lexus advisory list of cars.

My Toyota is currently being repaired due to the accelerator pedal sticking, brakes not working, and causing an accident on October 11, 2009. I was pulling in to a parking place at Tartan Park in Bloomington, MN, when I took my foot off the accelerator pedal to put it on the brake to turn the car off, the accelerator pedal stuck, the brakes didn't work and the car jumped the curb, went about five feet, hit a tree, bounced off the tree and thru the car back to the parking space. If there had not been a tree there, I could have hit a group of people who were there to watch a soccer game. I could have killed or injured some of them and myself.

11/29/09

Please advise me who I need to talk to to complete this process? The people at the customer service number say I need to talk to my dealer and my dealer says it is Toyota responsibility.

VIN 4T1BB46KX84

Customer Service # 0910116471

*Car is sitting in my garage.
I will not allow any of my
friends, family or me drive it*

The car is dangerous

[REDACTED]

mpls mn

[REDACTED]

11/9/2009

National Center For Dispute Settlement
P.O. Box 688
Mt. Clemens, MI 48046

Please understand I want to return my Toyota Camry Hybrid 2008 and be reimbursed for all costs related to the accident I had on Oct.11 2009. That day around 12:55 P.M. I was pulling in to a parking space at Tartan Park in Bloomington Minnesota. When I took my foot off the gas pedal the accelerator stuck and the brakes went out. The car jumped the curb and hit a tree about five feet away. If I would not have hit the tree I could have killed or injured the families at the Soccer game or myself. The body of the car has been repaired and sitting in my garage. I will not drive it or let anyone else drive it as it is a dangerous car. Rogers collision shop delivered it to my garage even though I warned them of the danger. Toyota says that the problem with the accelerator pedal is due to the floor mat. I believe there is another more serious design flaw of some sort that hasn't been identified yet. Consequently I will not drive the car and want to return it to Toyota and be reimbursed for all cost due to the accident including my lease payments since that time.
been

VIN 4T1BB46Kx84 [REDACTED]

Toyota Customer Service # 0910116471

MINNEAPOLIS, MN

11/18/09

Date

Pay to the
Order of

Marries Sebarum

\$ 2362.45

Four thousand three hundred sixty two and 45/100

Dollars

WELLS
FARGO

for pay off of loan

WHOLESALE PURCHASE ORDER

MORRIE'S SUBARU KIA

12520 WAYZATA BLVD · MINNETONKA · MN, 55305

952-544-0096 · FAX- 952-544-2411

COMPANY NAME: [REDACTED]

REPRESENTATIVE NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY

Mpls

STATE

MN

COUNTY

Henn

ZIP

BUS. PHONE: [REDACTED]

ALTERNATE BUS. PHONE [REDACTED]

DEALER #:

DATE:

11-18-09

SOLD

VEHICLE	STOCK #	VIN#	MILES	COST
1. 08 Camry Hybrid		4T1B846KX8U [REDACTED]		17500
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

BUYER UNDERSTANDS ALL CARS ARE SOLD AS IS

TOTAL COST \$ 17500

MAIL TO:

- DCR Licence
- Odometer Start.

- CHECK - TRI Exchange LLC - P.O. BOX 22202

- Acct [REDACTED]

\$ 19862.45 12/1/09

OWINGS MILLS, MD 21117

TOYOTA

800-874-8822

211197-1377

19862.45
2362.45

BUYER X

SELLER

TOTAL AMT DUE \$

Toyota

I want to return my leased Toyota Camry for another car that is not on the Toyota/Lexus advisory list of cars.

My Toyota is currently being repaired due to the accelerator pedal sticking, brakes not working, and causing an accident on October 11, 2009. I was pulling in to a parking place at Tartan Park in Bloomington, MN, when I took my foot off the accelerator pedal to put it on the brake to turn the car off, the accelerator pedal stuck, the brakes didn't work and the car jumped the curb, went about five feet, hit a tree, bounced off the tree and thru the car back to the parking space. If there had not been a tree there, I could have hit a group of people who were there to watch a soccer game. I could have killed or injured some of them and myself.

Please advise me who I need to talk to to complete this process? The people at the customer service number say I need to talk to my dealer and my dealer says it is Toyota responsibility.

VIN 4T1BB46KX84 [REDACTED]

Customer Service # 0910116471

TOYOTA

Carole A. Hargrave
Claims Manager
Direct Phone (310) 468-5027
Fax (310) 381-6317
Carole_hargrave@toyota.com

Toyota Motor Sales, U.S.A., Inc.
15001 South Western Avenue
Torrance, CA 90501
310 468-8000

December 8, 2009

Lashonda Howard
Liberty Mutual
5050 W. Tilghman St. Ste 200
Allentown, PA 18104-9154

[REDACTED]
St. Louis Park, MN [REDACTED]

RE:	Date of Loss:	October 11, 2009
	Vehicle:	2008 Toyota Camry
	VIN #:	4T1BB46KX8U [REDACTED]
	Liberty Claim#:	[REDACTED]

Dear: Ms. Howard and [REDACTED]

This letter is in response to [REDACTED] communication with our Customer Relations Department and Ms. Howard's letter of November 25, 2009 in regards to the above reference d incident.

It is our understanding that [REDACTED] reported that she was in a parking lot when the accelerator stuck and the brakes failed causing her to strike a tree.

The vehicle was inspected by one of our field technicians in regards to these concerns. A visual inspection was conducted on the brakes and throttle assembly. All connections were proper with no leakage found. The throttle moved freely with no sticking or binding. The vehicle was driven in the parking lot and approximately 6 blocks on American Blvd. and operated as designed at all times. The accelerator was operated 75 times from very light application to fully depressed and moved freely at all times. The brakes were applied 50 times. 5 times a panic stop was simulated and the ABS operated all 5 times. The brakes operated as designed. While depressing the brake pedal and the gear selector in Drive the accelerator was fully depressed. The brakes prevented the vehicle from moving. The floor mat was not interfering with the accelerator.

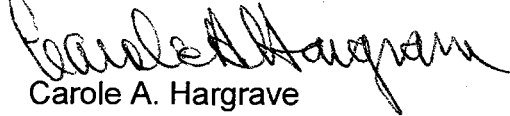
The inspection revealed that the impact was to the right front corner of the vehicle and was not a direct frontal impact. The air bags are designed to deploy as the result of abrupt forward deceleration of the vehicle in direct frontal impacts. They are not designed to deploy in off set frontal impacts.

██████████ / Liberty Mutual
2008 Toyota Camry
December 8, 2009
Page 2

The Supplemental Restraint System is designed to prevent fatal injury or reduce the extent of serious head or chest injuries. This accident did not fall within the parameters for deployment

Based on our inspection of your vehicle it is our determination that this incident was not the result of any type of manufacturing defect and that the vehicle performed as designed.

Very truly yours,

A handwritten signature in black ink, appearing to read "Carole A. Hargrave", written in a cursive style.

Carole A. Hargrave
Claims Manager
Toyota Motor Sales, U.S.A., Inc.



Toyota Motor Sales, U.S.A., Inc.
Chicago Regional Office
2350 Sequoia Drive
Aurora, IL 60506-6212
630 907-0150
630 907-6326 Fax

January 14, 2010

Mr. Robert J. Marcroft
State of Minnesota – Consumer Services Division
Office of the Attorney General
445 Minneosta Street – Suite 1400
St. Paul, Minnesota 55101-2131

Re: [REDACTED]
File No.: RJM/2009/425940/C

Dear Mr. Marcroft:

This is in response of your Dec. 30, 2009, letter regarding the above Toyota owner.

[REDACTED] contacted Toyota's Customer Experience Center on Oct. 12, 2009, and requested an inspection of her vehicle. She stated that on Oct. 11, she was involved in an incident and made an allegation that the accelerator pedal stuck causing her to hit a tree. Our local area Field Technical Specialist performed an inspection of [REDACTED] 2008 Toyota Camry on Oct. 21, 2009, at Rogers Master Collision Center. At the time of his inspection, he found no evidence of a Toyota related part or workmanship that could have caused or contributed to this incident.

[REDACTED] was sent a letter on Oct. 30, 2009, advising her that our Field Technical Specialist found the vehicle to be operating normally.

Should your office or [REDACTED] have any further requests, please feel free in contacting Toyota's Customer Experience Center at 1-800-331-4331,

Sincerely,

A handwritten signature in black ink, appearing to read "Norene Vacura", written over the word "Sincerely,".

Norene Vacura
Customer Relations Administrator

From: Matthew Gilbert <matthew.gilbert@rudyluthertoyota.com>

To: [REDACTED]

Subject: RE: I was right!

Date: Fri, Jan 22, 2010 6:01 pm

We just heard about a recall today so I do not yet know the details. I will look at the emails and respond on Monday.

Have a good night.

Matthew Gilbert
Rudy Luther Toyota & Scion
8805 Wayzata Blvd
Golden Valley, MN 55426
Store # 763-222-2020
Cell # 612-220-1298
Mon. 1pm - 9pm
Tues 9am - 5pm
Wed. 1pm - 9pm
Thurs. Off
Fri. 9am - 6pm
Sat. 9am - 6pm
<><

From: [REDACTED]

Sent: Friday, January 22, 2010 4:59 PM

To: Dawn.Pearl@LibertyMutual.com; Matthew Gilbert; Monte Bion

Cc: [REDACTED]

Subject: I was right!

I am glad to say that Toyota has finally admitted that, I was right and I expect Toyota to pay Liberty Mutual for all of the costs of damages done to the car and to me.

Please respond!

[REDACTED]
Minneapolis, MN [REDACTED]
[REDACTED]

From: Monte Bion <mbion@rudyluthertoyota.com>

To: [REDACTED] Dawn.Perl@LibertyMutual.com; Matthew Gilbert <matthew.gilbert@rudyluthertoyota.com>

Subject: RE: I was right!

Date: Mon, Jan 25, 2010 5:29 pm

[REDACTED]

I appreciate your comments, but we are being appraised of the information at the same time you are, and it still has not been determined and or outlined to us about any specific causes or finalized solutions and the specific's pertaining to the vehicles that might be involved in the proposed recall campaign.

As per the letter that you received from, I believe, Lajeune Belcher at Toyota Motor, any comments, concerns or liability requests that you have need to be addressed to her or the person(s) indicated in the letter.

If your vehicle is involved in any recall campaign you will be receiving this information directly from Toyota.

We, at the dealership level cannot become involved in any negotiations other than administrating any repairs or corrections as detailed to us by Toyota Motor. We are restricted to, and required to, adhere to the guidelines of the repair or recall bulletins or campaigns. If any of this changes you will be notified by Toyota Motor.

I am sorry that I can not be involved in any specific decision as it pertains to your situation [REDACTED]. Please contact Toyota Motor per the directions outlined the letter that you received from them.

Sincerely,

Monte Bion

Monte Bion
General Manager
Rudy Luther Toyota Scion
763-222-2020

monte.bion@rudyluthertoyota.com

From: [REDACTED]

Sent: Friday, January 22, 2010 4:59 PM

To: Dawn.Perl@LibertyMutual.com; Matthew Gilbert; Monte Bion

Cc: [REDACTED]

Subject: I was right!

I am glad to say that Toyota has finally admitted that, I was right and I expect Toyota to pay Liberty Mutual for all of the costs of damages done to the car and to me.

Please respond!

[REDACTED]
Minneapolis, MN [REDACTED]

'I never got back in that car because it wasn't safe'

A Minneapolis woman told a harrowing story about her runaway 2008 Camry.

By SUZANNE ZIEGLER, Star Tribune

Last update: February 23, 2010 - 11:26 PM

If [REDACTED] could have been in Washington on Tuesday to testify about her close call with her 2008 Toyota Camry hybrid, she would have been.

[REDACTED] of Minneapolis, said she was pulling into a parking spot at Tarnhill Park in Bloomington to go to her [REDACTED]-year-old granddaughter's soccer game in October when the car inexplicably accelerated, striking a tree about 5 feet away.

"I just took my foot off the gas and the car just -- swoop! -- took off and the brakes were completely out," she recalled. "It just smashed into the tree and threw the car all the way back to the parking lot."

She has refused to get back in the car, even getting out of her lease on it early. After it was repaired, she had the auto-body shop

drive it to her house and park it in the garage. And when she traded it in, she had the dealership come and pick it up.

Testimony before congressional panels investigating Toyota's problems began Tuesday. Toyota has recalled 8.5 million vehicles worldwide -- including more than 6 million in the United States -- since last fall because of sudden acceleration problems in multiple models and braking issues in the Prius hybrid.

[REDACTED] thinks the problem with her car was electrical or mechanical. Toyota issued a safety advisory about two weeks before her accident and a recall six weeks afterward, citing the possibility that accelerators could get lodged under floor mats. Her car was not included in the January "sticky pedal" recall.

"I never got back in that car because it wasn't safe," she said Tuesday. "I was so upset thinking that I could have killed or injured those kids or their parents."

[REDACTED], who is working as a social worker for three months at [REDACTED] in New Jersey, contacted the Star Tribune on Tuesday after learning that her case was reported in a Sunday story about sudden acceleration problems. The

information about her case came from a federal report, which did not include the names of the victims.

said she was injured in the Oct. 11 accident but not badly enough to go to the hospital. She has since sought medical help for soreness and pain.

The \$7,000 in damage to her car was covered by her insurance company, Liberty Mutual. When news broke about Toyota's acceleration problems and recalls, said she called Liberty and told it to keep her case open, which it agreed to do.

A Toyota mechanic inspected the car about a week and a half after the accident and determined that its computer did not indicate any malfunctions, she said. Toyota, she said, indicated driver error, but she is adamant that it was not her fault.

She reported the accident to the National Highway Transportation Safety Administration and contacted Toyota numerous times, but said it's been frustrating to try to get to the bottom of what happened.

"Toyota is committed to investigating reports of sudden acceleration involving our

vehicles," a Toyota spokesman said in response to questions about case. "It's not appropriate for us to comment on specific reports whose causes are under investigation or have not been verified."

Knowing that she would never drive her Camry again, tried to get the dealership, Rudy Luther Toyota, to buy out her lease, which had about \$5,700 left on it. But she said it refused. The dealership declined to comment.

So she leased a Forester at Morrie's Subaru in Minnetonka, which compensated her for part of the lease.

"I just needed it out of my life," she said, adding that she now worries about where the car is now. "It makes me feel terrible -- I don't want it out there. No one should be in that car."

Morrie's Subaru said the car was sold to a wholesaler a couple weeks after they took it in.

Suzanne Ziegler • 612-673-1707

[REDACTED]

From: [REDACTED]

Sent: Tuesday, March 26, 2013 3:55 PM

To: [REDACTED]

Subject: Fwd: Confirmation of receipt of your online Toyota Economic Loss Settlement Website Claim.
Pls print and keep copy

Sent from my iPad

Begin forwarded message:

From: info@toyotaelsettlement.com

Date: March 26, 2013, 3:25:13 PM CDT

To: [REDACTED]

Subject: Confirmation of receipt of your online Toyota Economic Loss Settlement Website Claim.

Thank you for filing your online claim in the Toyota Economic Loss Settlement on 3/26/2013. Your Claim ID is: [REDACTED]

Please retain this information in your records and use your Claim ID in any subsequent communication with Gilardi & Co. LLC regarding this settlement. You may use the settlement website at <http://www.toyotaelsettlement.com> for further updates 24 hours a day.

Gilardi & Co. LLC
<http://www.gilardi.com>

3/26/2013



Claim ID: [REDACTED]

PIN: [REDACTED]

**If You Previously Owned or Leased Certain Toyota, Lexus, or Scion Vehicles,
You Could Get Benefits from a Class Action Settlement.**

There is a proposed settlement in a class action lawsuit against Toyota Motor Corp. and Toyota Motor Sales, U.S.A., Inc. ("Toyota") concerning certain vehicles with electronic throttle control systems ("ETCS"). The lawsuit alleges that certain Toyota, Lexus, and Scion vehicles equipped with ETCS are defective and can experience unintended acceleration. Toyota denies that it has violated any law, denies that it engaged in any and all wrongdoing, and denies that its ETCS is defective. The parties agreed to resolve these matters before these issues were decided by the Court.

Am I included in the proposed settlement? Records available to Toyota indicate that you may be a class member for a vehicle for which the last four digits of the Vehicle Identification Number (VIN) is [REDACTED]. **If you are a class member, your rights may be affected, even if you take no action. You may be required to take action in order to get money and/or to protect your rights. This settlement does not involve claims of personal injury or property damage.**

What does the settlement provide? If you are a class member, you may be entitled to receive a cash payment for alleged loss upon sale or trade-in, early lease termination, or total loss during the time period between September 1, 2009 and December 31, 2010 or upon early lease termination following an alleged unintended acceleration event that you reported. Payment may range from a minimum of \$37.50 to several hundreds or thousands of dollars depending on the year and model of the vehicle, date of sale and subject to the number of claims made. Please consult the website or call the toll-free number to see if you may be entitled to additional benefits.

What are my options? If you do nothing, you will remain in the class and will not be able to sue Toyota about the issues in the lawsuit, but if you don't want to submit a claim you may not receive certain cash benefits for which you may be eligible. You can exclude yourself by **May 13, 2013**, if you don't want to be part of the settlement. If you exclude yourself you won't get any settlement benefits, but you keep the right to sue Toyota about the issues in the lawsuit. You can file a claim until **July 29, 2013**, if you don't exclude yourself, for any benefits for which you are eligible and which require a claim form. You can object to all or part of the settlement by **May 13, 2013**, if you don't exclude yourself. To see the full range of options available and to file a claim, go to www.ToyotaELSettlement.com. You may also call toll-free (877) 283-0507.

The Court will hold a fairness hearing on **June 14, 2013 at 9:00 a.m.** to (a) consider whether the proposed settlement is fair, reasonable, and adequate and (b) decide the plaintiffs' lawyers' request for fees and other awards for Named Plaintiffs and Class Representatives. You may appear at the hearing, but you are not required to and you may hire an attorney to appear for you, at your own expense. Please check the website for more detailed information and to review the settlement-related documents. The website will be periodically updated.

For more information or to file a claim, go to www.ToyotaELSettlement.com.

Para vereste aviso en espanol, visita www.ToyotaELSettlement.com

345619B

my claim submitted
on 3/26/2013

VIN 4T1BB46KX84
Toyota Camry HV 2008

\$253.00

Toyota Motor Corp. Unintended Acceleration Marketing,
Sales Practices, and Products Liability Litigation
c/o Gilardi & Co. LLC
P.O. Box 719088
San Diego, CA 92171-9088



CLAIM #:



02236

MINNEAPOLIS, MN

Toyota Economic Loss Settlement Administrator
c/o Gilardi & Co. LLC
P.O. Box 8090
San Rafael, CA 94912-8090

March 14, 2014

Re: Toyota Motor Corp. Unintended Acceleration Marketing,
Sales Practices, and Products Liability Litigation
Claim Number

Check Number
Check Amount: \$253.00

Dear Class Member:

Please find attached a check made payable to you as a Class Member in the above-referenced matter. You have received this check from the Class Action Settlement Administrator in *In re: Toyota Motor Corp. Unintended Acceleration Marketing, Sales Practices, and Products Liability Litigation*, Case No. 8:10ML2151-JVS (FMOx), because you have been identified as a member of the Class certified by the United States District Court for the Central District of California, and have submitted a valid claim. This payment represents your portion of the Settlement Fund. Under the law, even if you do not cash the enclosed check, you have provided a release to all "Released Parties" from all "Released Claims", as both terms are defined in Section VI of the Settlement Agreement. Please cash this check promptly, as it will be void after 90 days; that is, it will expire on June 12, 2014.

Please note that if you submitted valid and approved claims for more than one Subject Vehicle, a separate payment will be issued for each eligible Subject Vehicle.

You should consult your tax adviser to determine the tax consequences, if any, of this distribution. If you have other questions regarding this letter or the enclosed check, please email at info@toyotaelsettlement.com, or write to Toyota Economic Loss Settlement Administrator, c/o Gilardi & Co. LLC, P.O. Box 8090, San Rafael, CA 94912-8090, or call (877) 283-0507. If you are calling from outside North America, please use (317) 324-0389. Please do not contact Toyota, Lexus, and/or Scion or their dealers about this matter as the Court has ordered that all questions must be directed to the Class Action Settlement Administrator.

Sincerely yours,
GILARDI & CO. LLC
Settlement Administrator
www.ToyotaELsettlement.com

By my (our) signature(s) on the back of this check, I (we) hereby agree to the terms of the Release as stated in Section VI of the Settlement Agreement.

Toyota Motor Corp. Unintended Acceleration Marketing,
Sales Practices, and Products Liability Litigation
c/o Gilardi & Co. LLC
P.O. Box 719088
San Diego, CA 92171-9088

Huntington National Bank
P.O. Box 1558
Columbus, OH 43216

25-2/440

Check No.

PAY *****Two Hundred Fifty-three Dollars*****

TO THE
ORDER OF

Date: March 14, 2014

Pay Amount: \$253.00



CLAIM #:

MINNEAPOLIS, MN

VOID AFTER June 12, 2014

Dennis A. Gilardi

[REDACTED]

From: [REDACTED]
Sent: Wednesday, March 19, 2014 6:23 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Fwd: Toyota EL Settlement Distribution Payment

[REDACTED] will you please copy this and watch for mailing from this law firm. Let me know when I get it, thanks
Sent from my iPad

Begin forwarded message:

From: "info@toyotaelsettlement.com" <info@toyotaelsettlement.com>
Date: March 18, 2014, 8:02:54 PM CDT
To: [REDACTED]
Subject: Toyota EL Settlement Distribution Payment
Reply-To: info@toyotaelsettlement.com

Dear Eligible Toyota Economic Loss Claimant,

Gilardi & Co. LLC ("Gilardi") is the Court-appointed Class Action Settlement Administrator for the Court-approved settlement in In re: Toyota Motor Corp. Unintended Acceleration Marketing, Sales Practices, and Products Liability Litigation, Case No. [REDACTED]. Please be advised that all appeals have been resolved in favor of the settlement and in favor of monetary benefits to Class Members that filed valid claims.

As of March 14, 2014, we have commenced mailing Distribution Payments to eligible Class Members in accordance with the Court-approved Settlement Agreement. Please (i) note that the mailings will be conducted on a rolling basis, over a 5-day period and (ii) allow sufficient time thereafter for postal delivery and potential delivery delays out of our control. Please also note that claimants from whom we require further information to process their claim will be notified by postal mail during the same time period.

Once received, please cash your Distribution Payment promptly, as checks will be void as of the 91st day after the issue date listed on the check. You should consult your tax adviser to determine the tax consequences, if any, of this distribution. Please do not contact Toyota, Lexus, and/or Scion dealers or Toyota regarding this distribution as the Court has ordered that all such questions be directed to the Class Action Settlement Administrator.

Kind Regards,
GILARDI & CO. LLC
Settlement Administrator
www.toyotaELsettlement.com

This message was intended for: [REDACTED]
You were added to the system August 6, 2013. For more information
[click here](#).
[Update your preferences](#) | [Unsubscribe](#)

✕ Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.

3/19/2014

Toyota Motor Corp. Unintended Acceleration Marketing,
Sales Practices, and Products Liability Litigation
c/o Gilardi & Co. LLC
P.O. Box 719088
San Diego, CA 92171-9088



CLAIM #:



02236

MINNEAPOLIS, MN

Toyota Economic Loss Settlement Administrator
c/o Gilardi & Co. LLC
P.O. Box 8090
San Rafael, CA 94912-8090

March 14, 2014

Rc: Toyota Motor Corp. Unintended Acceleration Marketing,
Sales Practices, and Products Liability Litigation
Claim Number:

Check Number:
Check Amount: \$253.00

Dear Class Member:

Please find attached a check made payable to you as a Class Member in the above-referenced matter. You have received this check from the Class Action Settlement Administrator in *In re: Toyota Motor Corp. Unintended Acceleration Marketing, Sales Practices, and Products Liability Litigation*, Case No. [REDACTED] because you have been identified as a member of the Class certified by the United States District Court for the Central District of California, and have submitted a valid claim. This payment represents your portion of the Settlement Fund. Under the law, even if you do not cash the enclosed check, you have provided a release to all "Released Parties" from all "Released Claims", as both terms are defined in Section VI of the Settlement Agreement. Please cash this check promptly, as it will be void after 90 days; that is, it will expire on June 12, 2014.

Please note that if you submitted valid and approved claims for more than one Subject Vehicle, a separate payment will be issued for each eligible Subject Vehicle.

You should consult your tax adviser to determine the tax consequences, if any, of this distribution. If you have other questions regarding this letter or the enclosed check, please email at info@toyotaelsettlement.com, or write to Toyota Economic Loss Settlement Administrator, c/o Gilardi & Co. LLC, P.O. Box 8090, San Rafael, CA 94912-8090, or call (877) 283-0507. If you are calling from outside North America, please use (317) 324-0389. Please do not contact Toyota, Lexus, and/or Scion or their dealers about this matter as the Court has ordered that all questions must be directed to the Class Action Settlement Administrator.

Sincerely yours,
GILARDI & CO. LLC
Settlement Administrator
www.ToyotaELsettlement.com



Claim ID: [REDACTED]

PIN: [REDACTED]

**If You Previously Owned or Leased Certain Toyota, Lexus, or Scion Vehicles,
You Could Get Benefits from a Class Action Settlement.**

There is a proposed settlement in a class action lawsuit against Toyota Motor Corp. and Toyota Motor Sales, U.S.A., Inc. ("Toyota") concerning certain vehicles with electronic throttle control systems ("ETCS"). The lawsuit alleges that certain Toyota, Lexus, and Scion vehicles equipped with ETCS are defective and can experience unintended acceleration. Toyota denies that it has violated any law, denies that it engaged in any and all wrongdoing, and denies that its ETCS is defective. The parties agreed to resolve these matters before these issues were decided by the Court.

Am I included in the proposed settlement? Records available to Toyota indicate that you may be a class member for a vehicle for which the last four digits of the Vehicle Identification Number (VIN) is [REDACTED]. **If you are a class member, your rights may be affected, even if you take no action. You may be required to take action in order to get money and/or to protect your rights. This settlement does not involve claims of personal injury or property damage.**

What does the settlement provide? If you are a class member, you may be entitled to receive a cash payment for alleged loss upon sale or trade-in, early lease termination, or total loss during the time period between September 1, 2009 and December 31, 2010 or upon early lease termination following an alleged unintended acceleration event that you reported. Payment may range from a minimum of \$37.50 to several hundreds or thousands of dollars depending on the year and model of the vehicle, date of sale and subject to the number of claims made. Please consult the website or call the toll-free number to see if you may be entitled to additional benefits.

What are my options? If you do nothing, you will remain in the class and will not be able to sue Toyota about the issues in the lawsuit, but if you don't want to submit a claim you may not receive certain cash benefits for which you may be eligible. You can exclude yourself by **May 13, 2013**, if you don't want to be part of the settlement. If you exclude yourself you won't get any settlement benefits, but you keep the right to sue Toyota about the issues in the lawsuit. You can file a claim until **July 29, 2013**, if you don't exclude yourself, for any benefits for which you are eligible and which require a claim form. You can object to all or part of the settlement by **May 13, 2013**, if you don't exclude yourself. To see the full range of options available and to file a claim, go to www.ToyotaELSettlement.com. You may also call toll-free (877) 283-0507.

The Court will hold a fairness hearing on **June 14, 2013 at 9:00 a.m.** to (a) consider whether the proposed settlement is fair, reasonable, and adequate and (b) decide the plaintiffs' lawyers' request for fees and other awards for Named Plaintiffs and Class Representatives. You may appear at the hearing, but you are not required to and you may hire an attorney to appear for you, at your own expense. Please check the website for more detailed information and to review the settlement-related documents. The website will be periodically updated.

For more information or to file a claim, go to www.ToyotaELSettlement.com.

Para vereste aviso en espanol, visita www.ToyotaELSettlement.com

3456198

my claim submitted
on 3/26/2013

VIN 4T1BB46KX84
Toyota Camry HV 2008

\$253.00

mplo. mn



W48-226

NHTSA - Response Team
Complaints and Investigation
1200 - New Jersey Ave. SE
West Bldg
Washington D.C. 20590